Configuring and Deploying Slack (iOS) using MobileIron

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MobileIron UEM and Slack for iOS - Deployment and Configuration Guide

Overview

Slack has transformed business communication. It's the leading channel-based messaging platform, used by millions to align their teams, unify their systems, and drive their businesses forward. Only Slack offers a secure, enterprise-grade environment that can scale with the largest companies in the world. It is a new layer of the business technology stack where people can work together more effectively, connect all their other software tools and services, and find the information they need to do their best work. Slack is where work happens.

Use Slack to:

- Communicate with your team and organize your conversations by topics, projects, or anything else that matters to your work
- Message or call any person or group within your team
- Share and edit documents and collaborate with the right people all in Slack
- Integrate into your workflow, the tools and services you already use including Google Drive, Salesforce, Dropbox, Asana, Twitter, Zendesk, and more
- Easily search a central knowledge base that automatically indexes and archives your team's past conversations and files
- Customize your notifications so you stay focused on what matters

Stop by and learn more at: https://slack.com/

App Availability

The Slack for EMM app is available within the Apple App Store. The standard Slack app is also in the App Store, however customers looking to implement security controls should use the Slack for EMM app.

Requirements

Device and OS Compatibility: Please refer to the compatibility section of [Slack for EMM](#) app in AppStore.

MobileIron Compatibility: Requires MobileIron On Premise (commonly known as **Core**) or MobileIron Cloud.

App Distribution

1. Enable MobileIron's iOS Enterprise AppStore WebClip to be available to the registered device

   Core:

   MobileIron Core Admin Portal > Policies & Configs > Configurations > Select "iOS Enterprise AppStore" > Assign "iOS" label to this WEBCLIP

MI Cloud:

MobileIron Cloud Admin Portal > Configurations > "App Catalog Service" and "Identity for the App Catalog" is distributed to "iOS Devices"

2. Import the app into MobileIron Server.

    Core:

    MobileIron Core Admin Portal > Apps > App Catalog > +Add > iTunes > Search "Slack for EMM" app > Import

    MI Cloud:

    MobileIron Cloud Admin Portal > Apps > +Add > Select AppStore next to search field > Search "Slack for EMM" app > Import

    Note: You can also distribute the app to desired audience during the app import process and also set the IOS Managed App Configuration

3. Distribute app

    Core:

    MobileIron Core Admin Portal > Apps > Search app > Select it and hit Actions > Apply to Labels and select appropriate labels to push this app to required audience

    MI Cloud:

    You can distribute the app to desired audiences during the app import process. If you haven't done so – then click on "Slack for EMM" app and under "Distribution" select required "User Groups" or "Everyone" to publish the app.

App Specific Configuration

For information on App Specific configurations or Managed App Configuration keys and their values, consult the documentation on the [Slack Help Center](#)

Note: MobileIron's secure browser - Web@Work should be configured to use MobileIron Tunnel when you enable BrowserControl Key Value pair for Slack. If you do not have Web@Work setup in your environment, please refer to How-To guides from [MobileIron Community Portal](#) or reach out to MobileIron support for assistance.

Security Controls

Core:

MobileIron Core Admin: App Catalog > Edit App > Managed App Settings

MANAGED APP SETTINGS

- ☐ Prevent backup of the app data
- ☐ Remove app when device is quarantined or signed out
- ☐ Send installation request or send convert unmanaged to managed app request (iOS 9 and later) on device registration or sign-in ⓘ
  - ☐ Send installation or convert unmanaged to managed app request to quarantined devices
- ☐ Enforce conversion from unmanaged to managed app (iOS 9 or later) ⓘ
- ▲ **Advanced Settings**
  - ☑ Remove app when MDM profile is removed
  - ☐ Update app when new version is available

MobileIron Core Admin: Policies & Configs > Configurations > Add New > iOS and iOS X > select "Restrictions" and choose appropriately the following to enforce higher degree of security.

☐ Allow documents from managed apps to unmanaged apps

☐ Allow documents from unmanaged apps to managed apps

Note: Do not forget to apply the Restriction to the label and distribute to the devices.

MI Cloud:

MobileIron Cloud > Apps > Slack for EMM App > App Configurations Summary > Install on Device (turn on the switch) and check the box to convert to a managed app

Slack for EMM (iOS)

Slack Technologies, Inc. | Delegation Status: App is delegated

Details   **Distribution**   **App Configurations**   **Reviews**

App Configurations Summary › **Install on device**

[Cancel]   [**Update**]

Configuration Setup

Name

Install Application configuration settings.

Description

Allows specifying install settings for an application.

[ON] **Install on Device**

Use this option to require this app be installed on devices.

NOTE:
App Installation will be silent (no user prompt):

- On iOS Supervised devices for new app installs and app updates

- On iOS Non-Supervised devices for app updates

- For users that have enrolled in the Apps and Books program
  Required app installs will be skipped until the user enrolls in the Apps and Books program. Devices using Apps and Book apps will be prompted to enroll in the Apps and Books program the first time they manually install an Apps and Books app.

App Installation will NOT be silent (user will be prompted):

- On iOS Non-Supervised devices for new app installs

☐ Do not show app in end user App Catalog

☐ Enable MDM App Auto-Updates ⁇

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☑ Convert to Managed App
If the app has already been installed by the end users from the iTunes App Store, convert the app and its data to a managed app. For devices that are supervised, this will be a transparent action. For unsupervised devices, the end user will be prompted to accept this conversion.

App Configurations Summary > iOS App Settings > Check the box to remove apps on un-enrollment.

Apps / App Catalog / Details

Slack for EMM (iOS)
Slack Technologies, Inc. | Delegation Status: App is delegated

| Details | Distribution | App Configurations | Reviews |

App Configurations Summary › **iOS App Settings**

Cancel   Update

Configuration Setup

Name

iOS Application Management configuration settings.

Description

Allows specifying application management configuration settings for iOS applications.

iOS App Management Settings
☐ Prevent backup to iCloud and iTunes
☑ Remove apps on un-enrollment

Note: These settings will apply to this app only and override any global settings selected in Apps > Catalog Settings.

Contact Information

Please contact the Mobileiron Technology Ecosystem team at ecosystem@mobileiron.com with any questions or feedback@slack.com